



American Citizen Services

U.S. MISSION TO INDONESIA

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Become a Consular Warden

What is a Consular Warden System?

The Department of State's most important responsibility is the protection of Americans overseas. This responsibility includes the dissemination to the public of information on matters of safety



In fulfilling this obligation, the Department of State issues security messages, travel alerts and warnings, and routine messages about passport and citizen services to the public. Sometimes, the Embassy relies on the Consular Warden System to disseminate emergency information in addition to routine safety and security information to the American community.

The Consular Warden System is the Embassy's network for maintaining communications with the unofficial American community, particularly in times of increased security threats or natural disasters.

What is the Role of a Warden?

A Warden is a private U.S. citizen who volunteers to assist the American Citizen Services section in communicating with Americans in Indonesia, preparing for disasters, and alerting Americans to emergency situations. Warden Systems provide a reliable way to reach American citizens in the event of an emergency as well as facilitate the distribution of routine administrative information. Wardens provide updates on ongoing events to Americans in their district and organizations and assist in the enrollment of newcomers in the Department of State's [Smart Traveler Enrollment Program \(STEP\) program](#).

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HAVE YOU
REGISTERED?

STEP.STATE.GOV

In emergencies, Wardens may be called upon to help locate missing Americans, or visit an American citizen in a jail or hospital.

Other responsibilities may include:

- Preparing, updating and maintaining a list of phone numbers and addresses (including email addresses) of U.S. citizens residing in the Warden's area.
- Assisting the American Citizens Services section of the U.S. Embassy in selecting assembly areas and movement routes for use in the event of an evacuation in the Warden's area. The Warden also shares this information with U.S. citizens in the area.
- In remote areas where Internet access is limited, Wardens can provide instructions and forms for routine consular services.
- As local residents, some Wardens may have useful contacts that they can call on for information and/or assistance in their areas. They can provide advice or information on local conditions to the Consular section.

If you are interested in becoming a Warden, please send an email to Jakartaacs@state.gov (for Wardens in the Jakarta district) or SurabayaACS@state.gov (for Wardens in the Surabaya district).

Maintaining Personal Security in Indonesia



Following the terrorist attack in Jakarta on January 14, 2016, the U.S. Embassy would like to remind U.S. citizens traveling to or residing in Indonesia to exercise a high degree of caution because of the ongoing threat of extremist violence throughout Indonesia. We advise U.S. citizens to remain aware of their surroundings at popular tourist and holiday destinations, such as Bali and Lombok, and when visiting shopping malls, nightclubs, bars, restaurants, hotels, and places of worship.

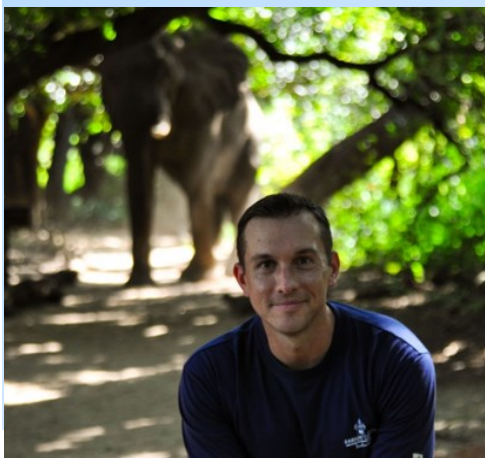
All U.S. citizen visitors or residents in Indonesia should review their personal security plans, and take appropriate steps to enhance their personal security. U.S. citizens are encouraged to monitor media and local information sources and factor updated information into personal travel plans and activities. Specific safety concerns should be addressed to Indonesian law enforcement authorities who are responsible for the safety of all visitors to Indonesia.

For further information about security in Indonesia:

- See the [State Department's travel website](#) for the [Worldwide Caution](#), Travel Warnings, Travel Alerts, and [Indonesia Country Specific Information](#).
- Enroll in the [Smart Traveler Enrollment Program \(STEP\)](#) to receive security messages and make it easier to locate you in an emergency.
- Contact the U.S. Consulate General in Surabaya (<http://surabaya.usconsulate.gov/service.html>), located at Jl. Citra Raya Niaga No. 2, Surabaya, at +62 31-297-5300, 07:30 a.m. to 04:00 p.m. Monday through Friday. The after-hours emergency number for U.S. citizens is +62 81-133-4183. The American Citizen Services Unit of the Consulate General can also be reached by e-mail at SurabayaACS@state.gov.
- Contact the U.S. Embassy in Indonesia (<http://jakarta.usembassy.gov/us-service.html>), located at 5 Jalan Medan Merdeka Selatan, Jakarta, at +62-21 3435-9055/9054, 07:30 a.m. to 04:00 p.m. Monday through Friday. The after-hours emergency number for U.S. citizens is +62-21 3435 9000, then press 0 for the operator. The American Citizen Services Unit of the Embassy can also be reached by e-mail at jakartaacs@state.gov.
- Call 1-888-407-4747 toll-free in the United States and Canada or 1-202-501-4444 from other countries from 8:00 a.m. to 8:00 p.m. Eastern Standard Time, Monday through Friday (except U.S. federal holidays).

I have been in Surabaya for about eight months, and the competing surge of surprise and bewilderment has finally subsided. Expectations of Indonesia have formed into impressions, which are now coalescing into rough conclusions. Conclusions, mainly, about how things are different from the United States and other places I have lived.

American author Bill Bryson described arriving in a new place as an assault on the senses: “You can’t read anything and you have only the most rudimentary sense of how things work, you can’t even reliably cross a street without endangering your life. Your whole existence becomes a series of interesting guesses.”



Thus far I have had my share of “interesting guesses” and experiences. I have found that the people are overwhelmingly warm and welcoming but that used car dealers are pretty much the same wherever you are. I have learned that the food is enticing but sampling dishes at street-side warungs will eventually come at a price more dear than a dollar. I have appreciated the country’s inexpensive air travel but are planes really supposed to fly so close to erupting volcanoes? During my weekend runs, I have realized what 100% humidity genuinely looks like, and it resembles something more like a swimmer with running shoes. And I have been able to enjoy probably the most chaotic, fantastic, and anything-goes fireworks display that I have yet seen on a New Year’s Eve.

I will be in Surabaya for a few more years, and I know that even with this amount of time I will not have seen most of Indonesia. It is humbling. Of Indonesia’s more than 17,000 islands, so far, I have been to three of them. The U.S. Consulate General – Surabaya’s consular district is one of the biggest in the world, stretching from East Java to Sulawesi to the Maluku islands near

Papua and U.S. citizen communities are sprinkled widely throughout. Last year our consular section held town hall meetings in Bali, Malang and Surabaya, and we did other outreach events in Lombok and Manado. I enjoy visiting the U.S. residents in our district and hearing about your work, the challenges you face, and the ways we can help and assist. The diverse activities that Americans do here is impressive. Just recently, for example, U.S. Company East Bali Cashews was selected as a finalist for the U.S. Secretary of State’s Award for Corporate Excellence. American businesses, organizations, and volunteers bring invaluable benefits to local communities, and the U.S. Consulate and Embassy are keen to help facilitate these contributions, whenever possible.

However, of the many services U.S. Consulates and Embassies provide worldwide, our number one priority is to assist and protect U.S. citizens. So, if you questions, concerns, or suggestions for us, please send us an email at SurabayaACS@state.gov. Though they may be the scariest nine words in the English language, as former President Ronald Reagan commented, it really is true: “We’re from the government and we’re here to help.”

MEET THE CONSUL : Rob Romanowski, Consul, U.S. Consulate Surabaya

The Tax Man Cometh

It is almost that time of year again. I do not mean March Madness but rather a madness of a different kind: tax season. For U.S. citizen residents overseas, April though, is not the cruelest month. American *residents* abroad qualify for an automatic two-month extension until June 15. Please be advised that extension is only for *filing* your taxes, not *paying* them. If you owe any taxes, you are

required to pay by April 15, 2016; interest and penalties will be applied if payment is made after this date.

Tax tips and instructions such as this can be found on the following IRS website which is specifically for overseas taxpayers: <https://www.irs.gov/Individuals/International-Taxpayers/U.S.-Citizens-and-Resident-Aliens-Abroad>

There is not an IRS representative in Indonesia. The Consular Section also is not authorized to accept any forms or filings for U.S. income taxes and will not forward completed returns to the IRS. Should you have taxpayer questions, please consult the IRS website or call the IRS international Hotline (Monday to Friday from 6AM to 11PM EST) at +1-267-941-1000.

- Rob Romanowski, Consul, U.S. Consulate Surabaya

Get Out the Vote!

Don't forget to register to vote and request an absentee ballot in order to vote in the upcoming Presidential election. The general election is scheduled for November 6, 2016. For a full list of primary election dates, see the [Federal Voting Assistance Program \(FVAP\)](#).



Follow a few simple steps to make sure that you can vote in the 2016 U.S. elections:

- **Request Your Ballot:** Complete a new [Federal Post Card Application \(FPCA\)](#). The completion of the FPCA allows you to request absentee ballots for all **elections for federal offices (President, U.S. Senate, and U.S. House of Representatives)** including primaries and special elections during the calendar year in which it is submitted. The [FPCA](#) is accepted by all local election officials in all U.S. states and territories. You can complete the FPCA **online** at [FVAP.gov](#). The online voting assistant will ask you questions specific to your state. We encourage you to ask your local election officials to deliver your blank ballots to you electronically (by email, internet download, fax, or postal mail, depending on your state). Include your email address on your FPCA to take advantage of the electronic ballot delivery option. Return the FPCA per the instructions on the website. FVAP.gov will tell you if your state allows the [FPCA](#) to be returned electronically or if you must submit a paper copy with original signature. If you must return a paper version, please see below for mailing options.
- **Receive and Complete Your Ballot:** States are required to send out ballots 45 days before a regular election for federal office and states generally send out ballots at least 30 days before primary elections. For most states, you can confirm your [registration and ballot delivery online](#).
- **Return Your Completed Ballot:** Some states allow you to return your completed ballot electronically and others do not. If your state requires you to return paper voting forms or ballots to local election officials, you can do so free of charge at the nearest U.S. embassy or consulate. Place your ballots in postage paid return envelopes or in envelopes bearing sufficient domestic U.S. postage, and address them to the relevant local election officials.

Jakarta: Correctly addressed and labeled envelopes containing absentee ballots or registration materials can be dropped off by U.S. citizens without an appointment between 12:30 and 2:30 pm, Monday through Friday. Envelopes will be mailed to the United States via the Diplomatic Post Office (DPO) one business day after receipt by the U.S. Embassy. Please allow up to two weeks for delivery to the United States.



If it's more convenient for you, you can also return your FPCA or ballot to your local election officials via international mail or professional courier service at your own expense. If your absentee ballot requires notarization, or if you need assistance with other voting issues, **please make an appointment** under notarial and other services by visiting <http://jakarta.usembassy.gov/us-service/acs-appts.html>.

Surabaya: You may submit forms and ballots directly to the Surabaya consular section. Please request an appointment by sending an email to SurabayaACS@state.gov. Mail sent through the Diplomatic Pouch from Surabaya is delivered to the United States through the U.S. Embassy in Jakarta.

Bali: You may submit forms and ballots directly to the Bali Consular Agency. Please request an appointment by sending an email to CABali@state.gov. Mail from the Consular Agency will be sent weekly to the U.S. Consulate in Surabaya.

CONTACT US

U.S. Embassy

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U.S. Consulate

Surabaya

Jl. Citra Raya Niaga No. 2
Surabaya, Indonesia 60217

Tel: (62-31) 297-5300
Fax: (62-31) 297-5301
consurabaya@state.gov

U.S. Consular Agency in Bali

Jl. Hayam Wuruk 310,
Denpasar 80235, Bali

Tel: (62-361) 233-605,
Fax: (62-361) 222-426
CABali@state.gov



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